

1. A method for monitoring, analyzing, and improving
information systems as they affect the functioning of business
5 processes for a concern dependent on information systems,
comprising:

reviewing business processes and identifying at least one
critical business process of the concern,

10 identifying elements and relationships of elements of
existing information systems structure that support or affect
each identified critical business process,

15 deploying equipment including necessary software both on and
off the client concern's site as needed to collect and monitor
data from said identified information systems elements and
connecting the on-site equipment including an on-site server to
the concern's information systems structure,

20 setting parameters as to what data and the manner in which
data will be collected from said identified elements, collecting
data from pre-identified points comprising said identified
elements in the information systems structure, then transferring
the collected data from the on-site server to an off-site data
warehouse included in the off-site equipment,

using the data warehouse, processing received data in accordance with preselected metrics to create metadata regarding the client concern,

rendering the data, formatted in a preselected manner for the concern and forwarding the rendered data to the concern, and

delivering reports to the client concern as to performance of the monitored information elements and the affected business processes, including recommendations for improving the information systems structure and its performance.

2. The method of claim 1, wherein the rendered data is arranged in such a way as to be of interest to different management personnel in the client concern, and including assigning each different management individual a unique login and password so as to be able to access the rendered data via a wired or wireless network.

3. The method of claim 1, wherein, prior to deploying the equipment on the client concern's site, the method further includes presenting to the client concern a proposal as to deployment of equipment and software and identification of what data will be collected and monitored.

4. The method of claim 1, wherein the collected and processed data from the client concern are compared to data taken from other or previous clients in similar businesses for the purpose of determining relative efficiency levels of processes and elements in the client concern.

5. The method of claim 1, further including following the collection and processing of the data, evaluating existing service level agreements and service level objectives of the client concern to determine whether the client concern is receiving service levels from third party providers as required by such agreements and objectives.

6. The method of claim 1, further including the step of analyzing the collected data to determine an optimum service level agreement for a particular third party provider of services, in the event no such service level agreement is existing.